From:	Ron Tuell <rtuell@haverhillpolice.com>
Sent:	Tuesday, December 18, 2018 8:27 AM
To:	Dylan Judson; sdoherty@haverhillpolice.com; ahaugh@haverhillpolice.com; rpistone@haverhillpolice.com
Cc:	Bradley Wentlandt; Morgan Culbertson
Subject:	RE: Ring Account Manager Follow Up
Attachments:	City.png; Car 2.png; Car 4.png; Car 5.png; Car 6.png; Car 8.png; Car 9.png; Car 18.png

Dylan,

Will the attach work for your shape files or do you need a different format?

Sincerely,
Ron T.

Ron Tuell
IT Director / Crime Analyst
Haverhill Police Department
40 Bailey Blvd.
Haverhill, MA 01830
P:978-373-1212 ext:1576
F:978-373-3981

From: Dylan Judson <dylan.judson@ring.com>
Sent: Monday, December 17, 2018 21:15
To: rtuell@haverhillpolice.com; sdoherty@haverhillpolice.com; ahaugh@haverhillpolice.com; rpistone@haverhillpolice.com
Cc: Bradley Wentlandt <bradley.wentlandt@ring.com>; Morgan Culbertson <morgan.culbertson@ring.com>
Subject: Ring Account Manager Follow Up

Hello Everyone,

Thanks for hopping on with us earlier!

After going through my schedule I have concluded that a remote on boarding would be the best and quickest option for you. We are going to setup a webinar training and it will be interactive so any questions during the process we can make sure to answer.

Recap below as promised:

1. Onboarding

    a) Potential Remote On boarding Date: Wednesday 16th

    Recommended schedule below:

Session 1 @ 02:00pm - Command Staff, PIO, Existing social media users, community outreach team etc. (90 minutes)

(Potential Session 2) @ 4:30pm - Attendees: RTCC, CID, analysts, general, etc. (90 minutes)

b) Scheduling - Once confirmed, please send out a calendar invite to the team and copy myself + Morgan. Below is some messaging for sending out calendar invites--feel free to adapt as you see fit:

"Team,

We will be partnering with home-security company Ring.com, to utilize a platform they've created specifically for law enforcement called the "Neighbors Portal". Here's a quick video explaining how it works.

The Neighbors Portal will allow us to post and comment directly to the Neighbors App, send out real-time crime and safety alerts, and request footage from Ring users for investigative purposes.

*Ring will be joining us on [Date] to train our department on the tool so please keep an eye out for a calendar invite. If you're able to make it, **please accept the invite** so we can get an accurate headcount for training materials."*

2. Portal Requirements

a) Beats map - Please send us a map of your different beats/patrol areas so I can create alert zones for your users. This can be in any format, including PDF, as long as each beat/zone is clearly labeled.

b) Account Provisioning - Attached is an Excel doc outlining the data points needed to provision users. Please add everyone you sent an invite to (that would potentially need an account) and send it back our way before the scheduled onboarding. Accounts will not be provisioned until after the onboarding. Please let us know if you have any questions on this.

c) Browser Access Testing - Once portal has been created, we will send you an invite to test your access on Google Chrome, Firefox or Edge.

3. Miscellaneous

a) Seed Units - We'll send 10 cameras to your attention and follow up with a shipping confirmation when I have it.

Let me know if I forgot anything!

--

Dylan Judson
Account Manager

1523 26th St
Santa Monica, CA 90404

Dylan.Judson@ring.com
Cell: (339) 225 0990

Ring Partners with LAPD to Reduce Crime in Wilshire Park
Cape Coral PD partners with Ring to crack down on crime
Orlando Police to use Ring doorbell security systems to fight crime

From:	Dylan Judson <dylan.judson@ring.com>
Sent:	Tuesday, December 18, 2018 3:26 PM
To:	Ron Tuell
Cc:	sdoherty@haverhillpolice.com; ahaugh@haverhillpolice.com; rpistone@haverhillpolice.com; Bradley Wentlandt; Morgan Culbertson
Subject:	Re: Ring Account Manager Follow Up

Hey Ron,

Directly from our team we need the actual shapefiles instead of just the pictures. Usually this comes in a zipped folder with all the shapefile components in it.

Thank you,

Dylan

On Tue, Dec 18, 2018 at 5:29 AM Ron Tuell <rtuell@haverhillpolice.com> wrote:

Dylan,

Will the attach work for your shape files or do you need a different format?

Sincerely,

Ron T.

Ron Tuell

IT Director / Crime Analyst

Haverhill Police Department

40 Bailey Blvd.

Haverhill, MA 01830

P:978-373-1212 ext:1576

F:978-373-3981

From: Dylan Judson <dylan.judson@ring.com>
Sent: Monday, December 17, 2018 21:15
To: rtuell@haverhillpolice.com; sdoherty@haverhillpolice.com; ahaugh@haverhillpolice.com; rpistone@haverhillpolice.com
Cc: Bradley Wentlandt <bradley.wentlandt@ring.com>; Morgan Culbertson <morgan.culbertson@ring.com>
Subject: Ring Account Manager Follow Up

Hello Everyone,

Thanks for hopping on with us earlier!

After going through my schedule I have concluded that a remote on boarding would be the best and quickest option for you. We are going to setup a webinar training and it will be interactive so any questions during the process we can make sure to answer.

Recap below as promised:

1. Onboarding

a) Potential Remote On boarding Date: Wednesday 16th*

Recommended schedule below:

Session 1 @ 02:00pm - Command Staff, PIO, Existing social media users, community outreach team etc. **(90 minutes)**

(Potential Session 2) @ 4:30pm - Attendees: RTCC, CID, analysts, general, etc.

(90 minutes)

b) Scheduling - Once confirmed, please send out a calendar invite to the team and copy myself + Morgan. Below is some messaging for sending out calendar invites--feel free to adapt as you see fit:

"Team,

We will be partnering with home-security company Ring.com, to utilize a platform they've created specifically for law enforcement called the "Neighbors Portal". Here's a quick video explaining how it works.

The Neighbors Portal will allow us to post and comment directly to the Neighbors App, send out real-time crime and safety alerts, and request footage from Ring users for investigative purposes.

*Ring will be joining us on [Date] to train our department on the tool so please keep an eye out for a calendar invite. If you're able to make it, **please accept the invite** so we can get an accurate headcount for training materials."*

2. Portal Requirements

a) Beats map - Please send us a map of your different beats/patrol areas so I can create alert zones for your users. This can be in any format, including PDF, as long as each beat/zone is clearly labeled.

b) Account Provisioning - Attached is an Excel doc outlining the data points needed to provision users. Please add everyone you sent an invite to (that would potentially need an account) and send it back our way before the scheduled onboarding. Accounts will not be provisioned until after the onboarding. Please let us know if you have any questions on this.

c) Browser Access Testing - Once portal has been created, we will send you an invite to test your access on Google Chrome, Firefox or Edge.

3. Miscellaneous

a) Seed Units - We'll send 10 cameras to your attention and follow up with a shipping confirmation when I have it.

Let me know if I forgot anything!

--

Dylan Judson

Account Manager

ring

1523 26th St

Santa Monica, CA 90404

Dylan.Judson@ring.com

Cell: (339) 225 0990

Ring Partners with LAPD to Reduce Crime in Wilshire Park

Cape Coral PD partners with Ring to crack down on crime

Orlando Police to use Ring doorbell security systems to fight crime

--

Dylan Judson
Account Manager

ring

1523 26th St
Santa Monica, CA 90404

Dylan.Judson@ring.com
Cell: (339) 225 0990

Ring Partners with LAPD to Reduce Crime in Wilshire Park
Cape Coral PD partners with Ring to crack down on crime
Orlando Police to use Ring doorbell security systems to fight crime

From:	Ron Tuell <rtuell@haverhillpolice.com>
Sent:	Thursday, December 27, 2018 10:27 PM
To:	Dylan Judson
Cc:	sdoherty@haverhillpolice.com; ahaugh@haverhillpolice.com; rpistone@haverhillpolice.com; Bradley Wentlandt; Morgan Culbertson
Subject:	RE: Ring Account Manager Follow Up
Attachments:	HPD_Patrol_Routes.zip

Dylan,

These are from our internal GIS system.

Ron T.

From: Dylan Judson <dylan.judson@ring.com>
Sent: Tuesday, December 18, 2018 15:26
To: Ron Tuell <rtuell@haverhillpolice.com>
Cc: sdoherty@haverhillpolice.com; ahaugh@haverhillpolice.com; rpistone@haverhillpolice.com; Bradley Wentlandt <bradley.wentlandt@ring.com>; Morgan Culbertson <morgan.culbertson@ring.com>
Subject: Re: Ring Account Manager Follow Up

Hey Ron,

Directly from our team we need the actual shapefiles instead of just the pictures. Usually this comes in a zipped folder with all the shapefile components in it.

Thank you,

Dylan

On Tue, Dec 18, 2018 at 5:29 AM Ron Tuell <rtuell@haverhillpolice.com> wrote:

Dylan,

Will the attach work for your shape files or do you need a different format?

Sincerely,

Ron T.

Ron Tuell

1

IT Director / Crime Analyst

Haverhill Police Department

40 Bailey Blvd.

Haverhill, MA 01830

P:978-373-1212 ext:1576

F:978-373-3981

Hello Everyone,

Thanks for hopping on with us earlier!

After going through my schedule I have concluded that a remote on boarding would be the best and quickest option for you. We are going to setup a webinar training and it will be interactive so any questions during the process we can make sure to answer.

Recap below as promised:

1. Onboarding

      a) Potential Remote On boarding Date: Wednesday 16th*

Recommended schedule below:

> **Session 1 @ 02:00pm** - Command Staff, PIO, Existing social media users, **community** outreach team etc. (90 minutes)

> **(Potential Session 2) @ 4:30pm** - Attendees: RTCC, CID, analysts, general, etc.

> (90 minutes)

b) Scheduling - Once confirmed, please send out a calendar invite to the team and copy myself + Morgan. Below is some messaging for sending out calendar invites—feel free to adapt as you see fit:

"Team,

We will be partnering with home-security company Ring.com, to utilize a platform they've created specifically for law enforcement called the "Neighbors Portal". Here's a quick video explaining how it works.

The Neighbors Portal will allow us to post and comment directly to the Neighbors App, send out real-time crime and safety alerts, and request footage from Ring users for investigative purposes.

*Ring will be joining us on [Date] to train our department on the tool so please keep an eye out for a calendar invite. If you're able to make it, **please accept the invite** so we can get an accurate headcount for training materials."*

2. Portal Requirements

a) Beats map - Please send us a map of your different beats/patrol areas so I can create alert zones for your users. This can be in any format, including PDF, as long as each beat/zone is clearly labeled.

b) Account Provisioning - Attached is an Excel doc outlining the data points needed to **provision** users. Please add everyone **you** sent an invite to (that would potentially need an account) and **send it** back our way before the scheduled onboarding. Accounts will not be provisioned until after the onboarding. Please let us know if you have any questions on this.

c) Browser Access Testing - Once portal has been created, we will send you an invite to test your access on Google Chrome, Firefox or Edge.

3. Miscellaneous

a) Seed Units - We'll send 10 cameras to your attention and follow up with a shipping confirmation when I have it.

Let me know if I forgot anything!

--

Dylan Judson

Account Manager

1523 26th St

Santa Monica, CA 90404

Dylan.Judson@ring.com

Cell: (339) 225 0990

Ring Partners with LAPD to Reduce Crime in Wilshire Park

Cape Coral PD partners with Ring to crack down on crime

--

Dylan Judson
Account Manager

1523 26th St
5anta Monica, CA 90404

Dylan.Judson@ring.com
Cell: (339) 225 0990

Ring Partners with LAPD to Reduce Crime in Wilshire Park
Cape Coral PD partners with Ring to crack down on crime
Orlando Police to use Ring doorbell security systems to fight crime

From:	Deputy Anthony Haugh <ahaugh@haverhillpolice.com>
Sent:	Monday, January 14, 2019 11:55 AM
To:	Capt. Robert Pistone; Captain Stephen J. Doherty
Cc:	Ron Tuell
Subject:	FW: Ring Account Manager Follow Up

Are we making progress with this?

Deputy Haugh

From: Dylan Judson [mailto:dylan.judson@ring.com]
Sent: Friday, January 11, 2019 4:32 PM
To: Ron Tuell <rtuell@haverhillpolice.com>; sdoherty@haverhillpolice.com; ahaugh@haverhillpolice.com;
rpistone@haverhillpolice.com
Cc: Morgan Culbertson <morgan.culbertson@ring.com>
Subject: Re: Ring Account Manager Follow Up

Hello Everyone,

I just wanted to circle back prior to next week just a few last things for onboarding. I will be sending out a link later that will have the invitation for the remote onboarding. It will be in webinar format and will be very interactive so feel free to ask any questions that pop up.

I also wanted to make sure that the announcement of the partnership was going on with Morgan our pr specialist. I have ccd her on the email.

Last but not least I still need a list of the portal users that you would like to have access to the account prior to the portal going live next week. The email above should have necessary attachment with the excel sheet with requested information.

Please let me know if you have any questions

Dylan

On Mon, Dec 17, 2018 at 6:15 PM Dylan Judson <dylan.judson@ring.com> wrote:

Hello Everyone,

Thanks for hopping on with us earlier!

After going through my schedule I have concluded that a remote on boarding would be the best and quickest option for you. We are going to setup a webinar training and it will be interactive so any questions during the process we can make sure to answer.

Recap below as promised:

1. Onboarding

a) Potential Remote On boarding Date: Wednesday 16tb

Recommended schedule below:

> **Session 1 @ 02:00pm** - Command Staff, PIO, Existing social media users, community outreach team etc. (90 minutes)
>
> **(Potential Session 2) @ 4:30pm** - Attendees: RTCC, CID, analysts, general, etc. (90 minutes)

b) Scheduling - Once confirmed, please send out a calendar invite to the team and copy myself + Morgan. Below is some messaging for sending out calendar invites--feel free to adapt as you see fit:

"Team,

We will be partnering with home-security company Ring.com, to utilize a platform they've created specifically for law enforcement called the "Neighbors Portal". Here's a quick video explaining how it works.

The Neighbors Portal will allow us to post and comment directly to the Neighbors App, send out real-time crime and safety alerts, and request footage from Ring users for investigative purposes.

*Ring will be joining us on [Date] to train our department on the tool so please keep an eye out for a calendar invite. If you're able to make it, **please accept the invite** so we can get an accurate headcount for training materials."*

2. Portal Requirements

a) Beats map - Please send us a map of your different beats/patrol areas so I can create alert zones for your users. This can be in any format, including PDF, as long as each beat/zone is clearly labeled.

b) Account Provisioning - Attached is an Excel doc outlining the data points needed to provision users. Please add everyone you sent an invite to (that would potentially need an account) and send it back our way before the scheduled onboarding. Accounts will not be provisioned until after the onboarding. Please let us know if you have any questions on this.

c) Browser Access Testing - Once portal has been created, we will send you an invite to test your access on Google Chrome, Firefox or Edge.

3. Miscellaneous

a) Seed Units - We'll send 10 cameras to your attention and follow up with a shipping confirmation when I have it.

Let me know if I forgot anything!

--

Dylan Judson
Account Manager

1523 26th St
Santa Monica, CA 90404

Dylan.Judson@ring.com
Cell: (339) 225 0990

Ring Partners with LAPD to Reduce Crime in Wilshire Park
Cape Coral PD partners with Ring to crack down on crime
Orlando Police to use Ring doorbell security systems to fight crime

--

Dylan Judson
Account Manager

1523 26th St
Santa Monica, CA 90404

Dylan.Judson@ring.com
Cell: (339) 225 0990

Ring Partners with LAPD to Reduce Crime in Wilshire Park
Cape Coral PD partners with Ring to crack down on crime
Orlando Police to use Ring doorbell security systems to fight crime

From:	Ring Team <no-reply@ring.com>
Sent:	Wednesday, January 16, 2019 5:27 PM
To:	ahaugh@haverhillpolice.com
Subject:	You've been invited to join Ring Neighbors Portal

ring

You've been invited to join Ring Neighbors Portal.

Ring invites you to join the Haverhill Police Department in the Ring Neighbors Portal.

Neighbors Portal provides the Haverhill Police Department with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

Join Portal Now

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers. Unfortunately, Internet Explorer is currently not supported.

(f)   (y)   (▶)

Email intended for ahaugh@haverhillpolice.com.

Deputy Anthony Haugh

Subject:	Ring & Haverhill MA Pre-Onboarding Call
Location:	352-340-2379
Start:	Mon 12/17/2018 12:00 PM
End:	Mon 12/17/2018 1:00 PM
Show Time As:	Tentative
Recurrence:	(none)
Meeting Status:	Not yet responded
Organizer:	bradley.wentlandt@ring.com

We're excited to move forward with our partnership and discuss your upcoming onboarding process!

On this call we will introduce your account manager Dylan Judson who will be conducting your onboarding / training and supporting you moving forward.

We will also introduce Morgan Culbertson, our PR Coordinator who will be supporting our joint efforts to publicize the partnership and encourage growth of the Neighbors app.

Please call in to 352-340-2379. No PIN needed.

-:!~:!~:!~!!~!!~!!-
Please do not edit this section of the description.

View your event at
https://www.google.com/calendar/event?action=VIEW&eid=NG03aWxpdTRqcHNkOXY5aXE3M3MzbGptdXEgYWhhdWdoQGhhdmyaGlsbHBvbGljZS5jb20&tok=MjYjYnJhZGxleS53ZW50bGFuZHRAcmluZy5jb21jMWE2MzQ1ZjRmMjc5NmFiMzU1MWVlNzNzM5NTBjM2QxZmE5YmIzN2Uy&ctz=America%2FNew_York&hl=en&es=1.

invite.ics

-:!~:!~:!~!!~!!~!!-

From:	Ring Neighbors Portal <neighbors.portal@ring.com>
Sent:	Friday, January 25, 2019 7:21 PM
To:	Ahaugh
Subject:	Neighbors Portal Feature Update

We're constantly looking for ways to improve the Neighbors Portal, not only for our law enforcement partners, but the civilians that we collectively serve.

As part of those efforts, we're proud to announce that we've made some enhancements to the Request Video feature. Specifically, the camera map interface will now be shown as a heat-map.

The important part is that the core functionality has not changed. This is simply an aesthetic update aimed at providing a better experience.

In terms of how you use/interact with the Request Video feature, you should still be requesting videos from areas that you feel can help provide actionable intelligence, and/or evidence for active investigations. The look and feel of the map should not change the specific area for which you choose to focus your investigation.

You can view these changes by signing into the Neighbors Portal here. If you have any questions please reply to this email to contact your Account Manager.

From:	Dylan Judson <dylan.judson@ring.com>
Sent:	Wednesday, January 16, 2019 5:27 PM
To:	ahaugh@haverhillpolice.com; rpistone@haverhillpolice.com; Ron Tuell; sdoherty@haverhillpolice.com
Subject:	Ring Neighbors Portal Guide Haverhill MA
Attachments:	Neighbors Portal User Guide.pdf

Hello Everyone,

Thank you for attending the Neighbors Portal Training today. Moving forward please send this to anyone you would like to have on the Neighbors Platform.

Below is a reference guide that includes login info, key takeaways from training, and special discounts for law enforcement -- also attached as a PDF, so that you can download and store on your computer. Please don't hesitate to reach out to me with questions at any time! Here's how to get started:

Quick Start
Please access the Neighbors Portal using Firefox, Chrome, or Edge. IE is not compatible.
First time logging in:
1. Check your inbox for an email from Ring Team
2. Click Join Portal
3. Follow the prompts to create your account
4. Bookmark https://nw.ring.com/ for quick, easy access to Neighbors Portal

Returning users:
1. Using either Firefox, or Google Chrome, go to https://nw.ring.com/
2. Enter your login credentials

Key Takeaways
1. **Engage on Portal.** The more your community sees your involvement, the more effective Portal features become when interacting with them.
2. **Join an Alert Zone.** Let us deliver the most important crime related posts directly to your inbox. Joining an Alert Zone is easy:
   1. Sign in → click on the blue profile icon in the upper right corner → **My Profile**
   2. Click **Select Alert Zone**
   3. Choose an **Alert Zone**
3. **Anyone Can Use Neighbors.** Neighbors is a free app that anyone can download and use. Portal grows in value with each resident that downloads the Neighbors app.

Questions?
For technical support and/or feedback, contact your Account Manager, **Dylan Judson** at Dylan.Judson@ring.com or **339-225-0990**
Special Offers for Law Enforcement
1. Download the Neighbors app free at https://download.ring.com/haverhill or text haverhillma to 555888
2. Get **$50 off** of eligible Ring Video Doorbells, Security Cams, and our Ring Alarm when you shop at Ring.com. Use discount code:**NBHAVERHILL** and be sure to check out using your department email address (ahaugh@haverhillpolice.com)
*Discount does not apply towards accessories and/or already discounted devices, including but not limited to Ring Video Doorbell Classic

Feedback?
The Neighbors Portal Team would appreciate hearing your feedback. Please click here for a quick survey to submit your thoughts.

--

Dylan Judson
Account Manager

ring

1523 26th St
Santa Monica, CA 90404

Dylan.Judson@ring.com
Cell: (339) 225 0990

Ring Partners with LAPD to Reduce Crime in Wilshire Park
Cape Coral PD partners with Ring to crack down on crime
Orlando Police to use Ring doorbell security systems to fight crime

ring

Wednesday, December 5, 2018

Ring wants to help reduce crime and increase safety in Haverhill, Massachusetts

Ring is excited to propose a solution to the Haverhill Police Department to help reduce crime and assist with investigations in your community.

Program Description

This program will provide the Haverhill Police Department access to the Ring Neighborhoods platform to communicate with Ring Neighbors and encourage community engagement as we work together to make Haverhill neighborhoods safer.

- The Ring Neighborhoods platform is a digital neighborhood watch that both law enforcement and the public can access free of charge by downloading the Ring mobile app (iOS and Android).

- The app allows Ring Neighbors to share and comment on real time crime and safety events in their neighborhood.

- As part of the program, Haverhill Police Department may:

  o Utilize the critical crime and safety events that are posted in the app by neighbors to assist in law enforcement operations and investigations; and

  o Post information relating to critical incidents and other incidents in the app to keep neighbors informed regarding issues in their neighborhoods.

- In addition, the Haverhill Police Department and Ring may work together to offer subsidized Ring cameras to select parts of Haverhill Police Department.

Responsibilities

Ring

- Make the Ring App available to County residents free of charge.

- Donate Ring cameras to the Haverhill Police Department or area of Haverhill based on the number of qualifying downloads of the app that result from the program. Each qualifying download will count as $10 towards these free Ring cameras. Ring will seed the program with an initial donation of ten (10) Ring cameras.

- Make the Ring Neighborhoods portal available to the Haverhill Police Department, free of charge, including support and training for Haverhill Police Department employees.

- As appropriate, subsidize the purchase of Ring cameras by Haverhill residents as part of a formal subsidy program.

Haverhill Police Department

- Engage the Haverhill community with outreach efforts on the platform to encourage adoption of the platform/app.

- Choose how the free Ring cameras should be distributed. There are two options.

ring Neighbors Portal
User Guide

Table of Contents

Overview of the Portal

4 Key Features

1. Neighbors Feed
   o Ability to interact and engage with Neighbors (residents)

2. Incident Map
   o Ability to request footage from Neighbors

3. Create Crime and Safety Alerts
   o Send push notifications straight to Neighbor's smart devices

4. Video Management System
   o Keep track of submitted Neighbor videos related to your cases

System Requirements

You can access Portal using Chrome, Firefox or Edge

Alert Zones

Alert Zones break up your Department's jurisdiction into smaller zones

Each Portal User must subscribe to an Alert Zone(s)

1. **Click the** blue Profile icon > Alert Zones
2. **Hover your mouse over an Alert Zone on the left to** view the zone on the map
3. **Click Select to** subscribe **to an Alert Zone**
4. **Ring will deliver the** most important crime related posts **directly to your inbox**
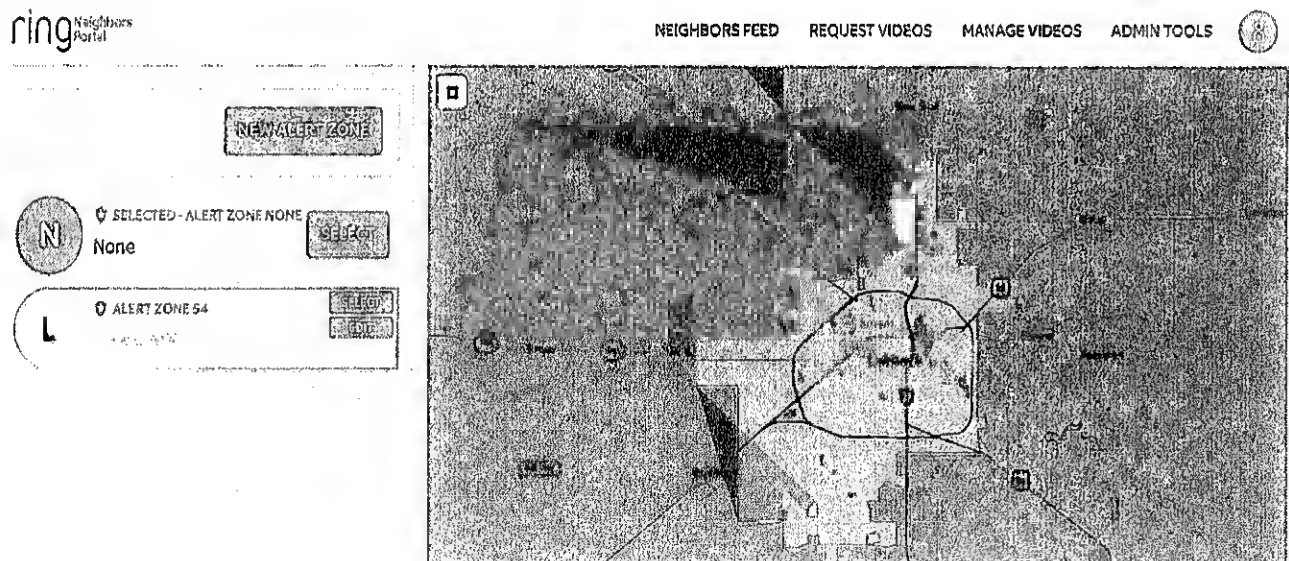
Neighbors Feed

Key Features:

Ability to Engage with Neighbor Posts

Create Crime and Safety Alerts

Incident Map

Neighbors Feed: Neighbor Posts

Neighbor   Jul 27, 2018 11:31   ● crime

Someone is stealing packages

Someone is stealing packages out of mailboxes and off
porches. I've had a package come up missing more than once
now.

19 comments   2 views

👍 14   💬 Comment   ↪ Share

Showing All Comments   Hide Comments
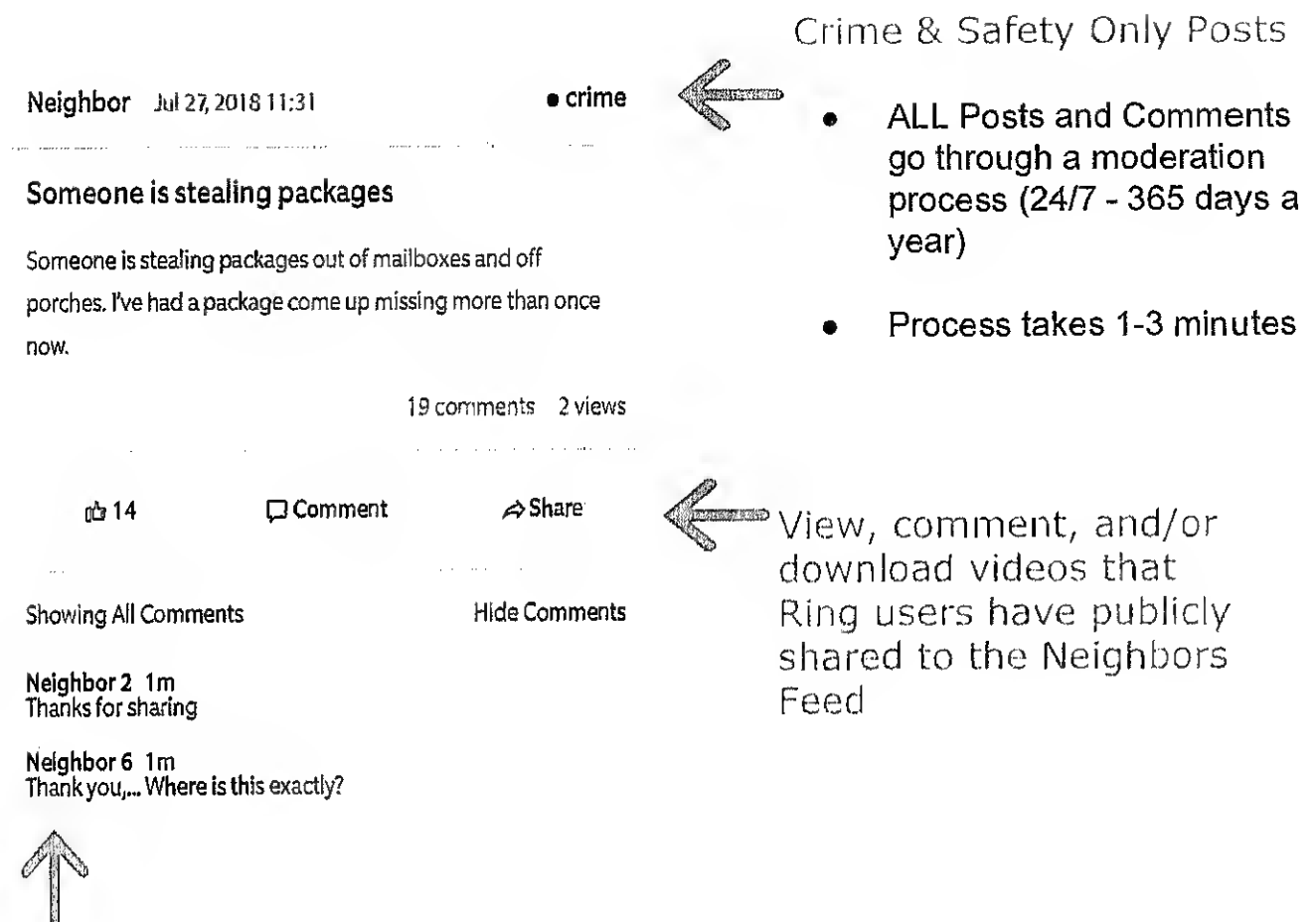
Neighbor 2 1m
Thanks for sharing

Neighbor 6 1m
Thank you,... Where is this exactly?

Crime & Safety Only Posts

- ALL Posts and Comments go through a moderation process (24/7 - 365 days a year)

- Process takes 1-3 minutes

View, comment, and/or download videos that Ring users have publicly shared to the Neighbors Feed

All user/civilian Comments are anonymous.

- Creates a safe environment for information sharing and community engagement
- Moderation process ensures offensive, racist, hurtful, etc. comments are not posted

6

Neighbors Feed: Posting Alerts Overview

POLICE DEPARTMENT Feb 5, 2018 8:18pm   a Crime

Hit and Run on Main Street

Looking for vehicle and driver description that were involved in a hit and run on Main Street around 6:00PM on Monday, Feb 5. Please contact Officer Smith with any information at (123) 456-7890 and reference case #12345.

20 Comments 247 Views

👍 12   💬 Comment   ➡ Share
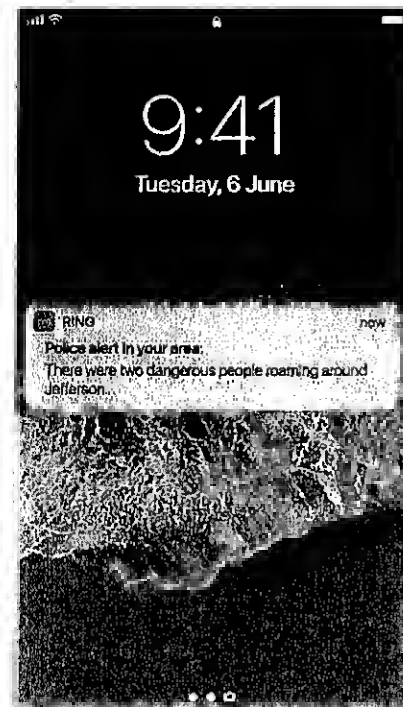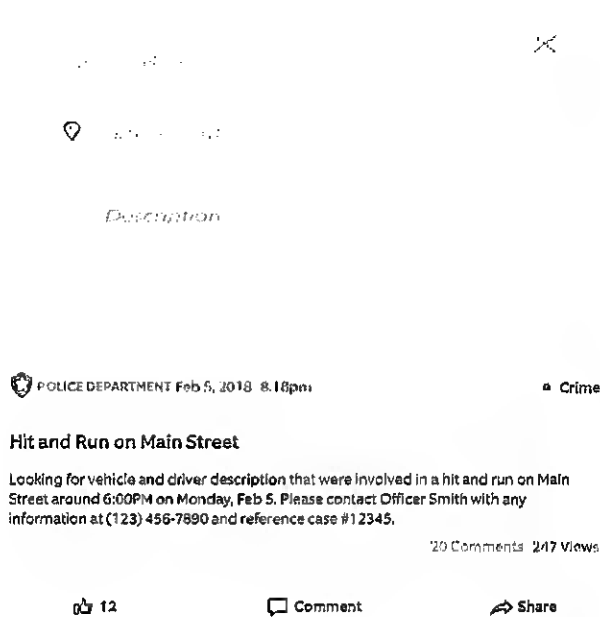
Posting New Alerts

Used for requesting info or notifying residents of an incident or crime/suspicious activity

Departments should always provide a location, attach media and short a description of the alert

Low frequency, high relevancy is key

Alerting your community in real time

Departments are able to send crime alerts to neighbors in real-time

Neighbors subscribed to posts/alerts in this area get alerted with a push notification to their locked phone screen

Neighbors Feed: Posting Alerts Best Practices

How to Post an Alert

1. Click into the Create New Alert box
2. Name your alert
   - Include the subject of the alert
     - "Car break-ins near 1st street"
   - Include the incident type
     - "CRIME", "SAFETY"
3. Enter a location of interest
   - Must type in an address
4. Include a description
   - Keep it detailed and concise including:
     - Location of interest
     - Time
     - Case #
     - Detective Names
     - Instructions for civilians to provide information
       - Phone number, email address
5. Tap Alert Neighbors

CRIME: Car Break-Ins Near 1st Ave   ✕

◎ 1st Ave

Reported Crime: 2 suspects breaking into cars in the 1st Ave neighborhood. Suspects are two white males in their 20's, about 6'0" feet tall, and wearing all black. Last seen yesterday, 9/18 around 11PM. If you have any information, please contact Detectives Clark and Dale at the 1st Ave Police Department and reference Case #1234. Detective Clark - 888-888-8888; detclark@dept.com. Detective Dale - 999-999-9999; detdale@dept.com.

🖉 Attach Media

ALERT NEIGHBORS

Neighbors Feed: Incident Map

The Incident Map shows posts from the Neighbors Feed geographically.

On the map, you can see locations of Neighbor Posts (exact location obscured for privacy purposes).
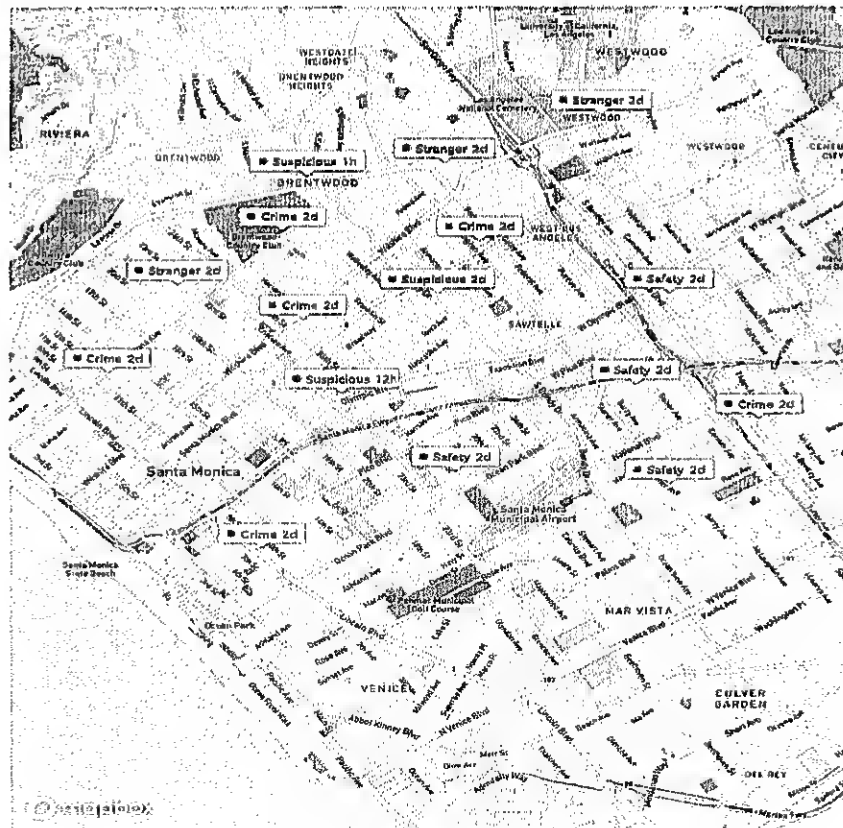
Neighbors Feed: Incident Map Best Practices

The Incident Map (right) corresponds with the Neighbors Feed (left).

Click a drop pin on the map to view the corresponding Neighbor
Post in the feed (left).

Zooming in and out of the map rearranges all the Crime and Safety
related posts into chronological order on the Neighbors Feed (left).
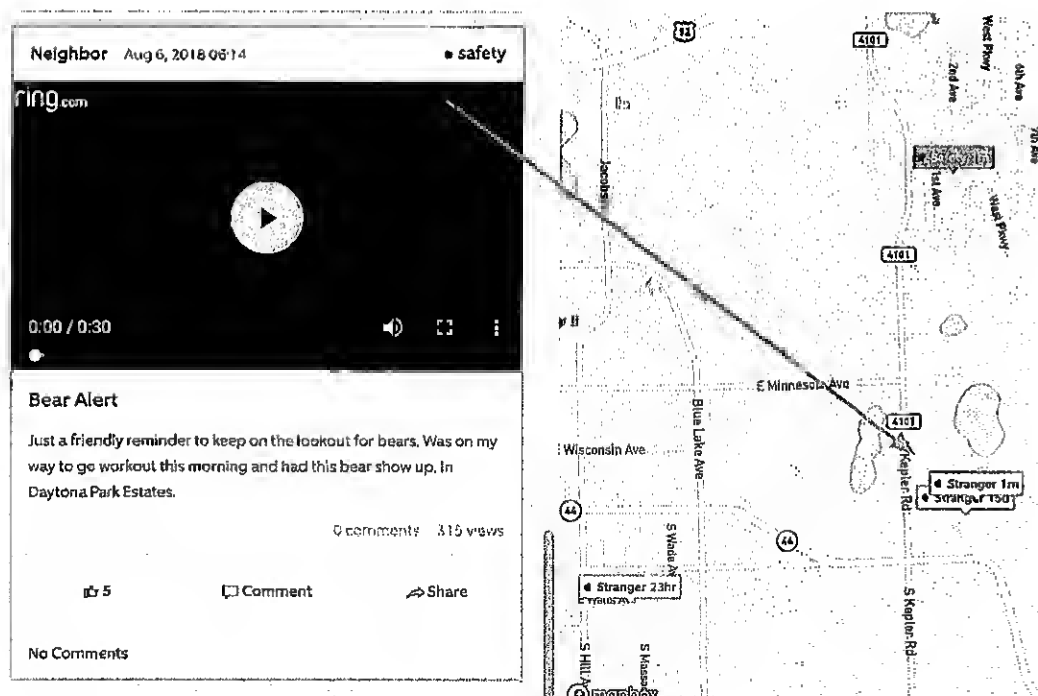
Video Request

Key Features:

Incident Form

Incident Map of Live Ring Cameras

Zone Configuration

Requesting Video Footage from Neighbors *

*Should only be used for investigate purposes.

Video Request: Overview

1. Fill out the incident form in Portal

2. Using the Incident Map, form boundaries around where the crime happened and video is needed

3. Ring emails Neighbors on your behalf in the designated area
   requesting video footage

4. Neighbors receive an email asking permission to share their
   videos

5. Neighbor approved videos auto populate in portal for your viewing

We've broken down the process in the next few slides.

Video Request: Incident Form

1. Incident location - **Manually enter exact address where the incident took place**

ring Neighbors Portal

Incident Location (1)

♡ 123 Street

2. Case # - **Enter Case number for the incident**

Case # (2)

▤ Case Number

Start Date (3)

▦

3 & 4. Start Date/ End Date - **Enter the time frame you need videos for (max 12 hour window to request footage for)**

End Date (4)

▦

Incident Type (optional) (5)

🏷 Select the type   ▾

5. Incident Type - **Click the dropdown box to choose what type of Incident took place (optional)**

SEND

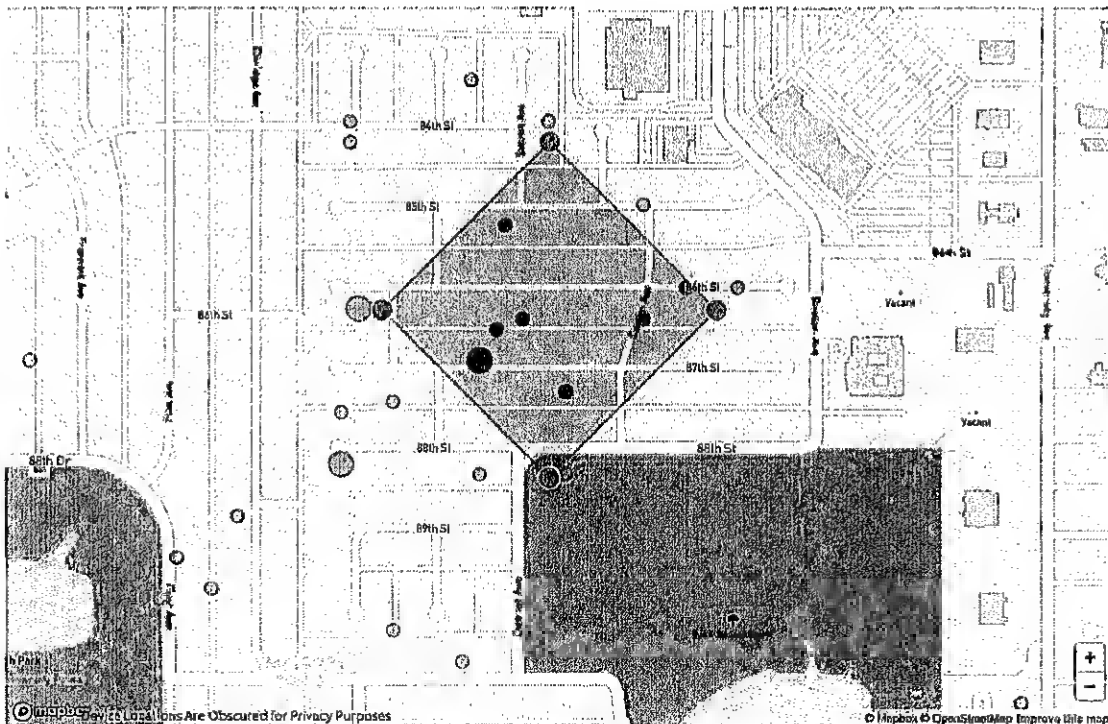# Video Request: Zone Configuration

You can configure an area of cameras you want to pull video from.

Drag and pull access points to draw your zone.

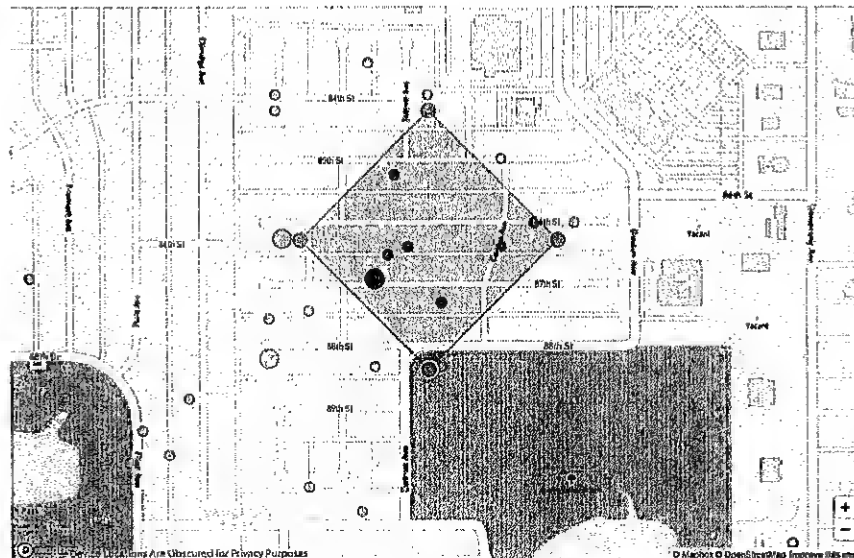All the cameras in the yellow zone will be asked to share videos.
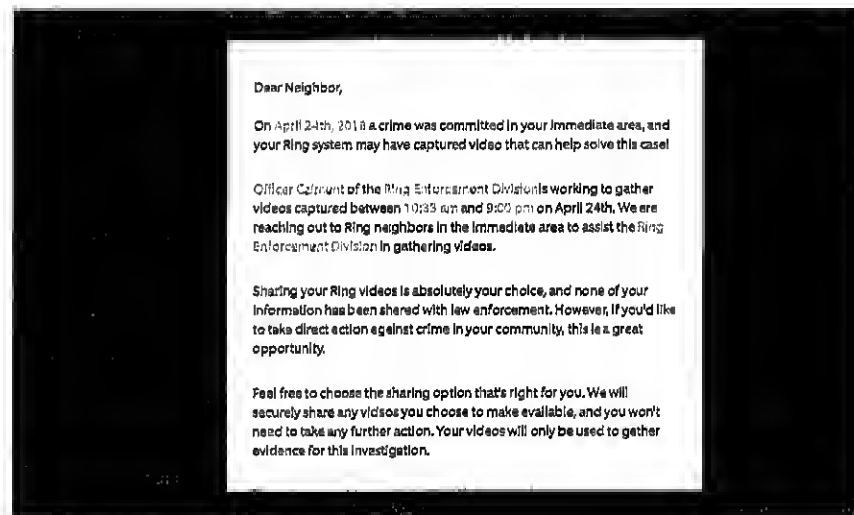
The max distance to pull video is a square half mile.

You can only ask for videos from Neighbors within your jurisdiction.

Video Request: Confirming the Video Request

You can review the email (top) before sending the video request to all cameras in the highlighted yellow shape (bottom).

Dear Neighbor,

On April 24th, 2018 a crime was committed in your immediate area, and your Ring system may have captured video that can help solve this case!

Officer Calmount of the Ring Enforcement Division is working to gather videos captured between 10:33 am and 9:00 pm on April 24th. We are reaching out to Ring neighbors in the immediate area to assist the Ring Enforcement Division in gathering videos.

Sharing your Ring videos is absolutely your choice, and none of your information has been shared with law enforcement. However, if you'd like to take direct action against crime in your community, this is a great opportunity.

Feel free to choose the sharing option that's right for you. We will securely share any videos you choose to make available, and you won't need to take any further action. Your videos will only be used to gather evidence for this investigation.

15

Video Request: Email

Neighbors will have 4 options when you request footage:

1. Share Videos
2. Review Videos
3. Don't Share
4. Unsubscribe

---

ring

Dear Micah,

On March 1st a crime was committed in your immediate area, and your Ring system may have captured video that can help solve this case!

Deputy Carroll of the LAPD is working to gather videos captured between 2PM on March 1st and 4AM on March 2nd. We are reaching out to Ring neighbors in the immediate area to assist the LAPD in gathering videos.

Sharing your Ring videos is absolutely your choice, and none of your information has been shared with law enforcement. However, if you'd like to take direct action against crime in your community, this is a great opportunity.

Feel free to choose the sharing option that's right for you. We will securely share any videos you choose to make available, and you won't need to take any further action.

This is a time sensitive matter, so we look forward to your response. Thank you for being a Ring neighbor!

Stay safe,
Ring

Would you like to share your Ring Videos?

[SHARE VIDEOS]

[REVIEW VIDEOS*]

*Ring login required

[DON'T SHARE]

Please exclude me from future requests to share videos

© 2018 Ring Inc.
Unsubscribe | Privacy Notice | Terms of Service

ring

Video Request: Neighbors Reviewing Videos

This is how Neighbors review their videos before sharing with Law Enforcement.

Neighbors can share all, none, or just a subset of videos that fall within the timeframe requested by you.
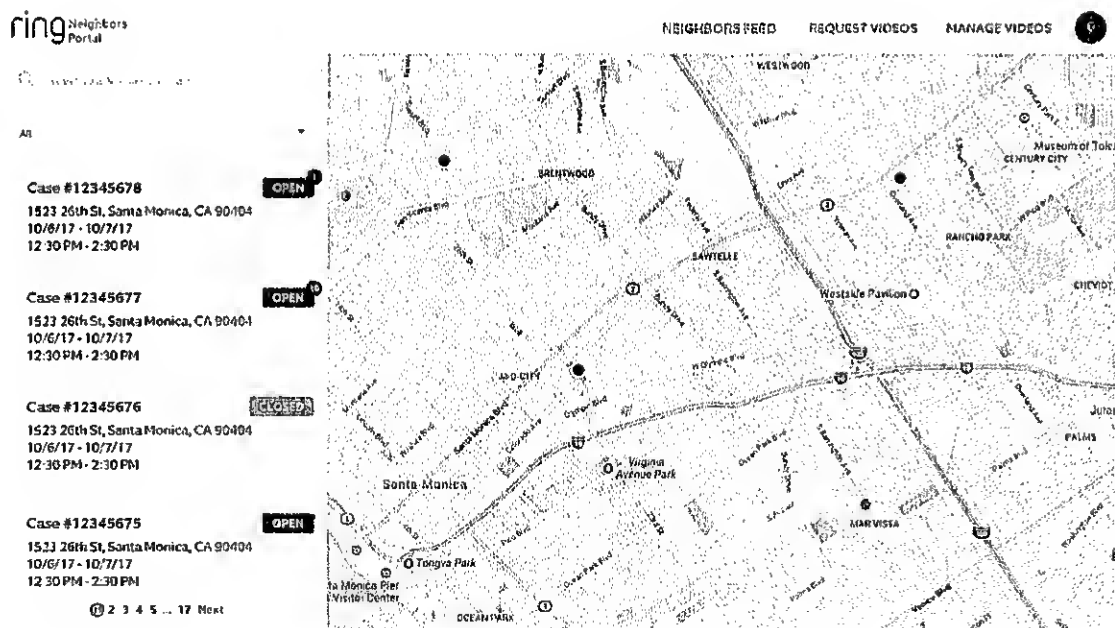
Manage Videos

Key Features:

Manage Cases

Map and Timeline Video Filtering

Tagging and Sorting Videos

Reviewing Cases and Videos

Video Storage

Manage Videos: Manage Cases

Admin has access to view all cases the Department has created.

All other Users will only see the cases they have created.

Search for cases by:

- Case Number
- Newest to Oldest
- Open/Closed
- Location

The Red Icon informs you that there are new videos to that particular case that need to be reviewed.

ring Neighbors Portal

All

Case #12345678   OPEN
1523 26th St, Santa Monica, CA 90404
10/6/17 - 10/7/17
12:30 PM - 2:30 PM

Case #12345677   OPEN 99
1S23 26th St, Santa Monica, CA 90404
10/6/17 - 10/7/17
12:30 PM - 2:30 PM

Case #12345676   CLOSED
1S23 26th St, Santa Monica, CA 90404
10/6/17 - 10/7/17
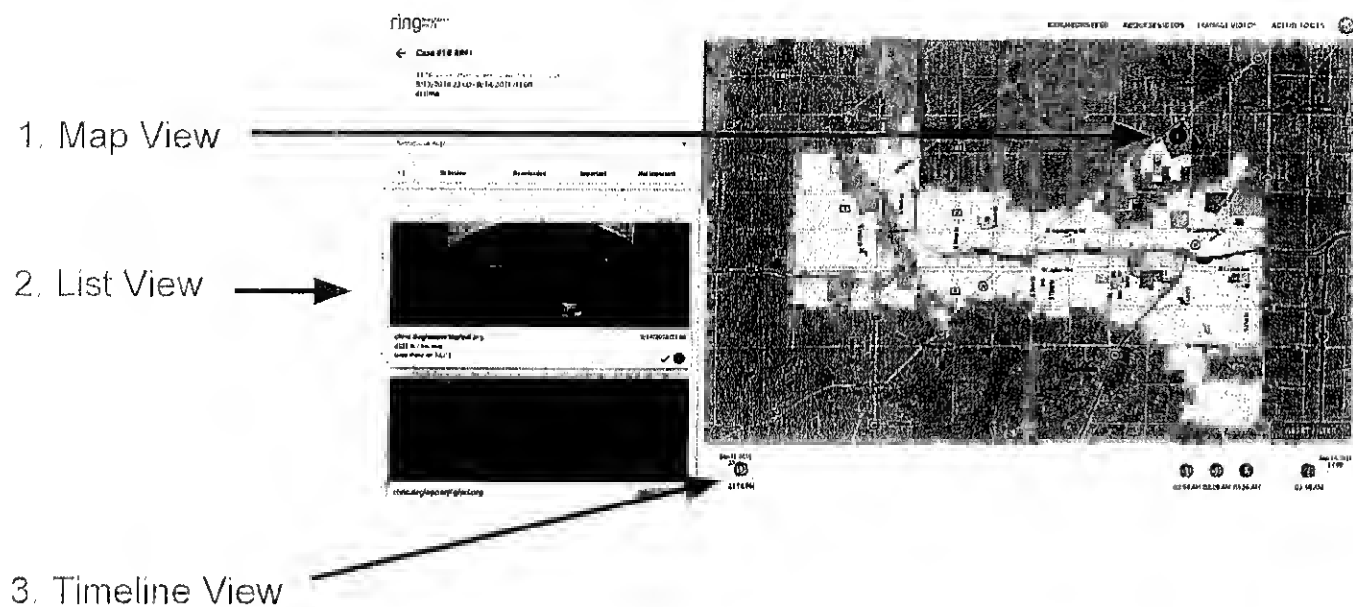12:30 PM - 2:30 PM

Case #12345675   OPEN
1523 26th St, Santa Monica, CA 90404
10/6/17 - 10/7/17
12:30 PM - 2:30 PM

1 2 3 4 5 ... 17 Next

Manage Videos: Managing Specific Cases

1. Map View

2. List View

3. Timeline View

1. Map View: Indicates # of videos based on location

2. List View: Shown on the left. Videos displayed in chronological order

3. Timeline View (Scrubber): Indicates # of videos based on time

20

Manage Videos: Tagging and Sorting Videos

All - All videos that have been summited

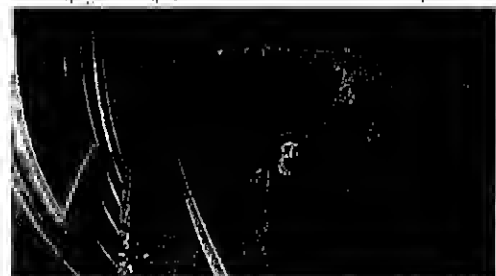To Review - New videos that need to be reviewed

Downloaded - Videos that have been downloaded off of Portal onto a computer

Important - Videos that have been marked to keep for further investigation

Not Important - Videos that do not provide evidence to the case

(Videos do not get deleted off of Portal)

21

Admin

Key Features:

Inviting Users

Updating Users Information

Reviewing Cases

Admin: Managing Users

Access for Admin users only

Admin users can add/delete Users on/off Portal and also update personal info

Clicking on Users brings up the cases assigned to him/her
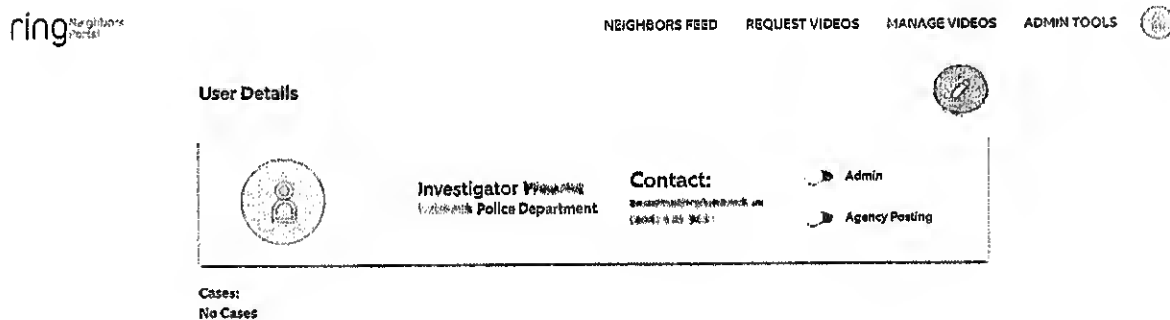
FAQs

- General Questions
- Accounts
- Legal
- Video Request
- Manage Videos
- Neighbors Feed

24

FAQs: General Questions

Can I see the exact address of cameras in the Neighbors Feed?
> No, we obscure the exact location of devices to protect User's privacy.

Once a Neighbor shares their video with a Department, can anyone in the Department view that video?
> No, only the Portal Admin and requesting officer have access to the video.

Who is the Server Host?
> AWS (Amazon Web Service).

When a Neighbor is reviewing their videos for submission, is the video footage that matches the search checked or unchecked by default?
> Checked by default.

Are your videos Time Stamped?
> Yes, videos include a time stamp in time zone UTC.

Are there any system requirements?
> Yes, Portal works best with Google Chrome, Firefox, or Edge browsers.

Does the Neighbor remain anonymous when submitting a video to Portal when requested?
> No, once a Neighbor shares their video their street address, phone number and email address are revealed.

Who can I contact for Portal support
> For technical support and/or feedback, contact your Account Manager at any time.

Can I see the number of cameras that are in my jurisdiction?
> No, Portal does not show all cameras. When you request video footage, you will see the approximate camera density in the area.

FAQs: Accounts

Can I extend my jurisdiction line?

Yes, but only for visibility. You will not be able to request video footage to Users outside of your jurisdiction.

As a Portal Admin, can I audit the user and their messages?

No. If there is a specific message or action that needs auditing, contact your Account Manager as soon as possible.

Will certain Portal Users not have access to Request Videos or Manage Cases?

Yes becausethere are different levels of access: Admins and Users.

Can I delete a User off of Portal?

Only Admins have access to remove Users off of Portal.

FAQs: Legal

How does a Video Preservation Request work?

Departments can email Subpoena@ring.com asking Ring to save videos for the following period until a search warrant is obtained by providing us the following information: Location, Name or the Mac ID of the Ring Device.

Who do I ask for a Subpoena?

You can email Subpoena@ring.com

Who is the "Legal" contact for the Portal?

You can email legal@ring.com

When a Neighbor shares their videos do they release their rights to that video?

When Neighbors share their videos they become available for public viewing.

FAQs: Request Videos

What does the Sharing Video process look like from the Neighbors perspective?
Share Video = Sharing all video within requested time frame without reviewing
Review Video = Videos must be reviewed by Neighbor, then check marked to share
Don't Share = Neighbor chooses to decline sharing their videos

Can I edit a 'Video Request' once it gets sent out to the Neighbors?
No, you cannot make changes once the request has been sent.

When requesting videos, do I need to enter an exact address in the incident location?
Yes, an exact address is needed to continue.

Can I make changes to the Video Request email that goes out to the Neighbors?
No, you cannot make changes once the email has been sent.

What is the maximum time frame videos can be requested from?
12 hours max. The smaller the time frame, the better the results.

FAQs: Manage Videos

Once a civilian shares requested videos with me, can I see their exact address?
> Once a civilian shares a video directly with your Police Department you will see the exact address of where the videos came from.

What are the Red Icon numbers in the Manage Videos tab of Portal?
> These icons indicate videos that need to be reviewed within each case.

How do I actually review a video?
> The User will need to click on the video from the list for it to be considered reviewed.

Does marking a video as unimportant delete the video off of Portal?
> No, videos clicked as unimportant are listed in the unimportant section of the case. You cannot delete videos off of Portal.

How long do videos stay in Portal?
> Once a video is shared to Portal it will live there indefinitely.

Can I download videos off of Portal onto my desktop?
> Yes, videos can be download onto your desktop in MP4 format.

FAQs: Neighbors Feed

Is there a character limit when creating a Post or commenting to Neighbors?
> No, there's no limit.

When creating an Alert in Portal, does my entire community in my jurisdiction see the alert?
> No, not everyone will see this alert. Only the Neighbors who have that area highlighted in the Ring App Settings for their neighborhood will receive it.

When I comment on Neighbors Posts will it show a specific title?
> Yes, it will show your Title and Last Name.

If Neighbors comment on my Post does everyone receive alerts?
> No, not at this time.

What is the View Number in the comments?
> The view number is how many times the video has been watched, not how many people have watched it.

How long do those pinpoints stay on the map after a Neighbor/Department posted something?
> There is currently no expiration date, but the user will have to scroll down the list and click "more" to continue loading older events

Am I able to see Videos from communities outside of my jurisdiction?
> Neighborhood Posts outside the jurisdiction are visible and do appear in the feed if they are visible on the map.

Will I be able to see other departments post?
> Yes, Departments will be able to see other Departments post but will not be able to comment on the Post.

Am I able to comment on Neighbors post outside my jurisdiction?
> Yes, Commenting on these Posts will soon be restricted.